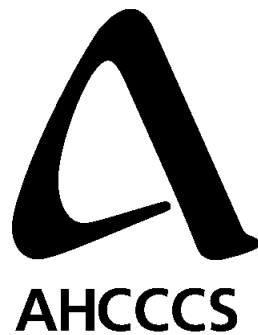


Chapter 11

Transportation Services



**This Page
Intentionally
Left Blank**



EMERGENCY TRANSPORTATION SERVICES

AHCCCS covers emergency ground ambulance transportation services, within certain limitations, for most recipients. Covered transportation services include:

- ☒ Emergency ground ambulance services required to manage an emergency medical condition at an emergency scene and in transport to the nearest appropriate facility.
 - ✓ Determination of whether a transport is an emergency is not based on the call to the provider but upon the recipient's medical condition at the time of transport unless the call is initiated by an emergency response (9-1-1) system.
 - ✓ Emergency transportation is determined to be needed due to a sudden onset of a medical condition manifesting itself by acute symptoms of sufficient severity (including severe pain) such that the absence of immediate medical attention could be expected to result in:
 - ☒ Placing the recipient's health in serious jeopardy,
 - ☒ Serious impairment of bodily functions, or
 - ☒ Serious dysfunction of any bodily organ or part.
 - ✓ Emergency transportation includes transportation of a recipient to a higher level of care for immediate medically necessary treatment, even after stabilization at an emergency facility.
- ☒ Basic life support (BLS) and advanced life support (ALS) services.

The following coverage limitations and exclusions apply to emergency transportation services:

- ☒ Coverage of ambulance transportation is limited to those emergencies in which specially equipped transportation is required to safely manage the recipient's medical condition.
- ☒ Emergency transportation is covered only to the nearest appropriate facility medically equipped to provide definitive medical care.
- ☒ Emergency transportation to an out-of-state facility is covered only if it is the nearest appropriate facility.
- ☒ Mileage reimbursement is limited to loaded mileage.
 - ✓ Loaded mileage is the distance traveled, measured in statute miles, while a recipient is on board the ambulance and being transported to receive emergency services.
- ☒ A provider who responds to an emergency call and provides medically necessary treatment at the scene but does not transport the recipient is eligible for reimbursement limited to the approved base rate and medical supplies used.
- ☒ A provider who responds to an emergency call but does not treat or transport a recipient as a result of the call is not eligible for reimbursement.



EMERGENCY TRANSPORTATION SERVICES (CONT.)

- ☑ When two or more recipients are transported in the same ambulance, each shall be charged an equal percentage of the base rate and mileage charges.

GROUND AMBULANCE SERVICES

The following ground ambulance service procedure codes are covered by AHCCCS:

- ☑ A0425 Ground mileage, per statute mile
- ☑ A0426 Ambulance service, advanced life support, non-emergency transport, Level 1 (ALS 1)
- ☑ A0427 Ambulance service, advanced life support, emergency transport, level 1 (ALS 1 – emergency)
- ☑ A0428 Ambulance service, basic life support, non-emergency transport, (BLS)
- ☑ A0429 Ambulance service, basic life support, emergency transport (BLS-emergency)
- ☑ A0382 BLS routine disposable supplies
- ☑ A0398 ALS routine disposable supplies
- ☑ A0420 Ambulance waiting time (ALS or BLS), one half (1/2) hour increments
- ☑ A0422 Ambulance (ALS or BLS) oxygen and oxygen supplies, life sustaining situation
- ☑ A0888 (Medicare) Non-covered ambulance mileage, per mile (e.g., for miles traveled beyond closest appropriate facility or return transport)
 - ✓ This code may only be billed for AHCCCS recipients who also are covered by Medicare. Services must be medically necessary.

Claims are subject to medical review for medical necessity.



BILLING FOR GROUND AMBULANCE SERVICE

Claims for ground ambulance service must be billed on the CMS 1500 claim form. Mark the emergency field (Field 24I) to indicate emergency services on each applicable line.

Emergency ground ambulance claims are subject to Medical Review. Claims must be submitted with documentation of medical necessity and a copy of the trip report evidencing:

- ☒ Medical condition, signs and symptoms, procedures, treatment
- ☒ Transportation origin, destination, and mileage (statute miles)
- ☒ Supplies
- ☒ Necessity of attendant, if applicable

Claims submitted without such documentation are subject to denial.

MULTIPLE AMBULANCE TRANSPORTS

When multiple ground or air ambulance transports occur in the same day, only one base rate may be charged unless the additional transport is a separately identifiable service. In addition, supplies (A0382 – BLS routine disposable supplies or A0398 – ALS routine disposable supplies) and oxygen (A0422 -- Ambulance (ALS or BLS) oxygen and oxygen supplies, life sustaining situation) may be charged for only one ground ambulance trip unless the additional transport is a separately identifiable service.

Example 1:

A recipient is transported by ground ambulance from an accident scene to a hospital. The ambulance remains at the hospital while the recipient is stabilized. The same ambulance then transports the recipient to another hospital or airport for transfer to a higher level of care or for services not available at the current facility.

In this example, one base rate, waiting time, and total mileage should be billed. The provider also may bill the appropriate codes for supplies and oxygen and the corresponding charges.

Example 2:

A recipient is transported by air ambulance from an accident scene to a hospital. The air ambulance remains at the hospital while the recipient is stabilized. The same air ambulance then transports the recipient to another hospital for services not available at the current facility.

In this example, one base rate and total mileage should be billed.



MULTIPLE AMBULANCE TRANSPORTS (CONT.)

Example 3:

A recipient is transported by ground ambulance from an accident scene to a hospital. The ambulance leaves the hospital and returns to base or takes another call. At the hospital's request, the same ambulance returns to the hospital to transport the recipient to another hospital or airport for transfer to a higher level of care or for services not available at current facility.

In this example, the provider may bill two base rates, mileage, supplies, and oxygen using one of the following methods:

- ☒ If the *same* HCPCS code is used to bill the base rate for separately identifiable trips:
 - ✓ Two units of the base rate should be billed on Line 1 of the CMS 1500 claim form.
 - ✓ The total mileage for both trips should be billed on Line 2.
 - ✓ Supply charges for both trips should be billed on Line 3.
 - ✓ Oxygen charges for both trips should be billed on Line 4.
 - ✓ Waiting time should *not* be billed.
- ☒ If a *different* HCPCS code is used to bill the base rate for each separately identifiable trip:
 - ✓ One unit of the first base rate should be billed on Line 1 of the claim form.
 - ✓ Mileage for the first trip should be billed on Line 2.
 - ✓ One unit of the second base rate should be billed on Line 3.
 - ✓ Mileage for the second trip should be billed on Line 4.
 - ✓ Supply charges for both trips should be billed on Line 5.
 - ✓ Oxygen charges for both trips should be billed on Line 6.
 - ✓ Waiting time should *not* be billed.



NON-EMERGENCY TRANSPORTATION SERVICES

AHCCCS covers medically necessary non-emergency ground transportation to and from a required medical service for most recipients.

Round-trip ground ambulance transportation services may be covered when a hospitalized recipient is transported to another facility for necessary specialized diagnostic and/or therapeutic services if all of the following requirements are met:

- ☒ The recipient's condition is such that the use of any other method of transportation is contraindicated,
- ☒ Services are not available in the hospital in which the recipient is an inpatient,
- ☒ The hospital furnishing the services is the nearest one with such facilities, and
- ☒ The recipient returns to the point of origin.

Mileage reimbursement is limited to loaded mileage. Loaded mileage is the distance traveled, measured in statute miles, while a recipient is on board and being transported to receive medically necessary covered services.

BILLING FOR NON-EMERGENCY TRANSPORTATION

Non-emergency transportation requires authorization from either the AHCCCS Prior Authorization Unit (acute care recipients) or a case manager (ALTCS recipients). Only codes for the base and mileage will be prior authorized.

Providers may phone or fax the AHCCCS PA Unit to request authorization. To obtain PA by telephone, transportation providers must call between 8:30 a.m. and 4:30 p.m. Monday – Friday:

(602) 417-4491 (Phoenix area) Providers in area codes 602, 480, and 623 **must** use this number.

1-800-433-0425 (within Arizona) This number is blocked for callers in area codes 602, 480, and 623.

1-800-523-0231 (outside Arizona)

The AHCCCS PA Unit's fax number for transportation providers is (602) 417-4687.



BILLING FOR NON-EMERGENCY TRANSPORTATION (CONT.)

Non-emergency transportation providers must bill the number of trips and the number of loaded miles as units of service on the CMS 1500 claim form. Loaded mileage is defined as the distance traveled with a recipient on board the vehicle and being transported to receive medically necessary covered services.

AHCCCS has established separate urban and rural rates and procedure codes for certain non-ambulance transportation services. Urban transports are those that originate within the Phoenix and Tucson metropolitan areas. All other transports are defined as rural.

If multiple transports are authorized for the same day, providers must bill the second trip (and any subsequent trips) as follows:

- ☒ Two units of the authorized base rate should be billed on Line 1 of the claim form.
- ☒ The total mileage for both trips should be billed on Line 2.

REIMBURSEMENT

Reimbursement of transportation services is calculated based on:

- ☒ For emergency transportation, billed charges or the capped fee for the procedure code, whichever is less
- ☒ For non-emergency transportation, the amount authorized by the AHCCCS PA Unit or the ALTCS case manager.